

Programs & Courses

COMM 1116 - Business Communications 1

School:	School of Computing and Academic Studies
Program:	Computer Information Technology
Course Credits:	4
Minimum Passing Grade:	50%
Start Date:	September 08, 2020
End Date:	December 11, 2020
Total Hours:	60
Total Weeks:	15
Hours/Weeks:	4
Delivery Type:	Lecture/Lab
CRN:	34328

Acknowledgement of Territories

The British Columbia Institute of Technology acknowledges that our campuses are located on the unceded traditional territories of the Coast Salish Nations of **Skwxwú7mesh**¹ (Squamish), **səlilwətaʔ**² (Tsleil-Waututh), and **xwmeθkwəyəm**³ (Musqueam).

Instructor Details

Name: Matthew Rockall
Email: Matthew_Rockall@bcit.ca
Location: SE corner of my house.
Office Hours:

Due to working from home as a result of the Covid-19 pandemic, I have a wider range of possibilities for virtual meetings than usual. Please email to arrange an appointment.

Course description

Information technology professionals spend time each day communicating orally and in writing with their supervisors, colleagues and clients. As problem-solvers and entrepreneurs in industry, you need to communicate quickly, clearly, and effectively. This course will teach you how to be a professional and

efficient communicator at work. You will write effective business correspondence and instructions and deliver a formal oral presentation to your set. The first term establishes the principles and basic patterns on which you will build more advanced applications in the second term.

Course goals

In addition to the learning outcomes, I hope to use the particular nature of this course to support the development of connections between you and your classmates. This will mean even more focus than normal on varied teams and social connection moments.

Course learning outcomes / competencies

Upon successful completion of this course, the student will be able to:

- Identify elements in a communication exchange.
- Define purpose and audience for a given communication task.
- Select and organize information to meet the needs of the audience.
- Make your writing accessible by using headings, lists, and white space.
- Use a style and tone appropriate for the purpose and audience.
- Write emails, letters, and short reports that get results.
- Plan and deliver an informative oral presentation to a group audience.
- Critically evaluate information to determine if it is accurate, relevant, and complete, and to use critical thinking to develop strong arguments.

Evaluation criteria

Criteria	%	Comments
Quiz 1	2.5	Completed on D2L
Quiz 2	2.5	Completed on D2L
Multiple Choice Questions	10	To be completed throughout the term based on weekly readings and other assigned materials.
Take-home routine request assignment	10	
Take-home team short report assignment	10	
*Mid-Term Exam	20	
*Final Exam	25	*IMPORTANT: A less than 50% average mark on these two exams will result in a grade of U, a technical failure, regardless of grades in the other course components.
Oral Presentation	15	
Participation	5	Based on your accessing online content and engagement with virtual, team-based and individual activities, both synchronous and asynchronous.

Attendance requirements

Fully accessing online content and engaged virtual attendance will be critical to your success, and will be monitored by faculty. Lack of participation (measured by virtual meeting attendance and online content

progress metrics) may result in failure or forced withdrawal from the course or program. Please see Policy 5101 - Student Regulations: <http://www.bcit.ca/files/pdf/policies/5101.pdf>⁴

A note on COVID-19 and facing challenges:

Even though this term will be taught with an online model, we will be better able to support your success if we know when you are facing significant life or health challenges. If you need help, please contact your Program Head, Thomas Lane (Thomas_Lane@bcit.ca). In particular, this year, let us know if any of the following situations have occurred:

1. You are displaying any of the symptoms of COVID-19.
2. A close contact has tested positive for COVID-19 and you need to self-isolate for 14 days.
3. You have travelled outside of Canada and need to self-isolate for 14 days.
4. You have tested positive for COVID-19.

The most common symptoms of COVID-19 are fever, chills, cough/worsening of chronic cough and shortness of breath. A more complete list of symptoms can be found at <http://www.bccdc.ca/health-info/diseasesconditions/covid-19/about-covid-19/symptoms>.

Learning resources

Required textbook: *Writing in the Technical Fields: A Practical Guide*. Thorsten Ewald. (ISBN-13: 978-0199021499)

Course specific requirements

Consistent with the rest of your program, this is a flipped course (even before the pandemic!). Materials are provided each week for you to complete and study independently. These take the place of a traditional lecture. Various methods will be employed to confirm participation, including quizzes and other tasks. During the virtual classes, you will be given an opportunity to work in teams and put theory into practice. This makes it important to complete each week's preparatory materials in a timely fashion. Some weeks will be asynchronous (meaning no virtual class) but task-based, with both individual and team-based activities to complete.

Please note we will be using modern net-meeting technologies. You will need a functioning webcam, microphone, and access to sufficient bandwidth to fully participate. In addition, you need to be able to produce written work in .docx and .pdf formats.

Course schedule and assignments

Week & Date	Material Covered	Assignment	Readings
Please note (VR) indicates a virtual classroom. Weeks without this will be asynchronous and task-based, meaning there will be no virtual class but you will have specific individual and team activities.			
1 / Sep 7, 8	No Virtual Class on Sep 8. Read Chapter 1 of your text.	Read this course outline.	Chapter 1
2 / Sep 14, 15	(VR) Introductions/ Course Overview/ Communication Basics/ Nouns and Verbs	Written intro - no marks attached.	Appendix A

3 / Sep 21, 22	(VR) Adjectives and Adverbs/ Writing for audience and purpose	Grammar Quiz One (2.5%)	Chapters 2, 3)
4 / Sep 28, 29	(VR) Team skills, paragraphs and content structure, routine messages	Grammar Quiz Two (2.5%) MCQ 1 - Team Skills, due (2%)	Chapters 4, 5, 8
5 / Oct 5, 6	Graphic Highlighting Email / Letters formatting Introducing claims and adjustments	MCQ 2 - Routine Requests, due (2%)	Part 2 (Ch. 4, 5)
6 / Oct 12, 13	(VR) Claims and adjustments cont. *Thanksgiving, Monday, Oct 12.	Take-home Assignment 1, Routine Request, due (10%) MCQ 3 - Emails, Letters, Formatting, due (2%)	Chapter 5 Excerpt from Scribner, et al.
7 / Oct 19-23	Mid-term exams (actual dates TBD)	Synchronous and timed (20%)	
8 / Oct 26, 27	(VR) Oral Presentations	Pick a topic and team up (Teams of 2) MCQ 4 - Oral and Online Presentations, due (2%)	Chapter 14
9 / Nov 2, 3	Oral Presentations Practice Introducing short reports, informational and analytical	Practicing with your partner. MCQ 5 - Analytical Reports, due (2%)	Chapter 6
10 / Nov 9, 10	(VR) Oral Presentations	Presentations Rounds 1 and 2 (10%)	
11 / Nov 16, 17	(VR) Oral Presentations	Presentations Round 3 and 4 (10%)	
12 / Nov 23, 24	Analytical reports	Presentations Reflection and Feedback (5%) Take-home Assignment 2, Analytical Reports (Teams of 3 or 4) due (10%)	
13 / N	(VR) Writing team messages	Final recap and peer review activities	

30, D 1		before exam.	
14 / Dec 7	Final Exam Week	Synchronous and timed (20%)	

BCIT policy

Any student who needs special assistance in the event of a medical emergency or building evacuation (either because of a disability or for any other reason) should promptly inform their course instructor(s) and Accessibility Services of their personal circumstances.

Human Rights, Harassment and Discrimination:

The BCIT community is made up of individuals from every ability, background, experience and identity, each contributing uniquely to the richness and diversity of the BCIT community as a whole. In recognition of this, and the intrinsic value of our diversity, BCIT seeks to foster a climate of collaboration, understanding and mutual respect between all members of the community and ensure an inclusive accessible working and learning environment where everyone can succeed.

Respect, Diversity, and Inclusion⁵ is a supportive resource for both students and employees of BCIT, to foster a respectful learning and working environment. Any student who feels that they are experiencing discrimination or harassment (personal or human rights-related) can confidentially access this resource for advice and support. Please see **Policy 7507 – Harassment and Discrimination and accompanying procedure**.⁶

Students should make themselves aware of additional Education, Administration, Safety and other BCIT policies listed at <https://www.bcit.ca/about/administration/policies.shtml>⁷

Guidelines for School of Computing and Academic Studies

Attempts:

Students must successfully complete a course within a maximum of three (3) attempts at the course.

Students with two attempts in a single course will be allowed to repeat the course only upon special written permission from the Associate Dean. Students who have not successfully completed a course within three attempts will not be eligible to graduate from their respective program.

Approved

I verify that the content of this course outline is current.

Matthew Rockall, Instructor

September 08, 2020

I verify that this course outline has been reviewed.

Thomas Lane, Program Head

September 10, 2020

I verify that this course outline has been reviewed.

Jean Scribner, Program Head

September 10, 2020

I verify that this course outline has been reviewed and complies with BCIT policy.

Patricia Sackville, Associate Dean

September 10, 2020

Note: Should changes be required to the content of this course outline, students will be given reasonable notice.

Links

1. <https://www.squamish.net>
2. <https://twnation.ca>
3. <https://www.musqueam.bc.ca>
4. [bcit.ca/files/pdf/policies/5101.pdf](https://www.bcit.ca/files/pdf/policies/5101.pdf)
5. <https://www.bcit.ca/respect>
6. <https://www.bcit.ca/files/pdf/policies/7507.pdf>
7. <https://www.bcit.ca/about/administration/policies>

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